



Texas Special Needs Evacuation Tracking System (TxSNETS) Responses

November 3, 2010

This document contains actual survey responses from the TxSNETS Survey conducted in
October, 2010.



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Survey Goal:

Primary goal of the survey was to gage the acceptance of the Texas Special Needs Evacuation Tracking System and ascertain whether users were satisfied with its current capabilities and performance. As Chief Nim Kidd, Texas Division of Emergency Management, stated prior to the survey: Do we need to continue to refine and build the system or have we reached the maintenance stage?

Objectives:

1. Determine Acceptance of TxSNETS among users.
2. Assess TxSNETS hardware resources within jurisdictions
3. Measure areas of concern relative to the system's reliability
4. Determine effectiveness of TxSNETS training tools
5. Identify areas to expand or refine the tracking system to make it more valuable to users

Survey Overview



The target audience for the TxSNETS survey was primarily Emergency Management

Coordinators and their staff although input was also solicited from other users of the system

The TxSNETS Survey went out in two waves:

First, a direct mailing from TDEM to the EMC list on file in the TDEM Planning Group. A follow-up survey announcement was sent out to all subscribes of TxSNETS Newsletter list.

Total Respondents: 167

Question Responses

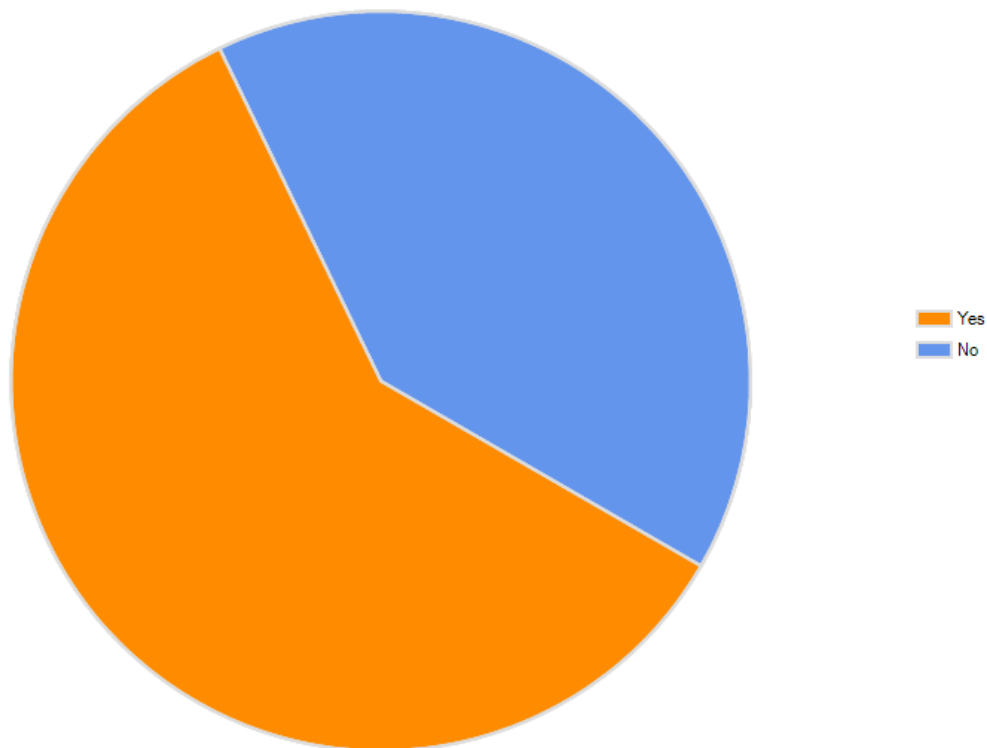
1. Does your jurisdiction / organization currently plan to use TxSNETS during an evacuation or sheltering situation?

Yes 59.5% (91)

No 40.5% (62)

Other (34)

Does your jurisdiction / organization currently plan to use TxSNETS during an evacuation or sheltering situation?

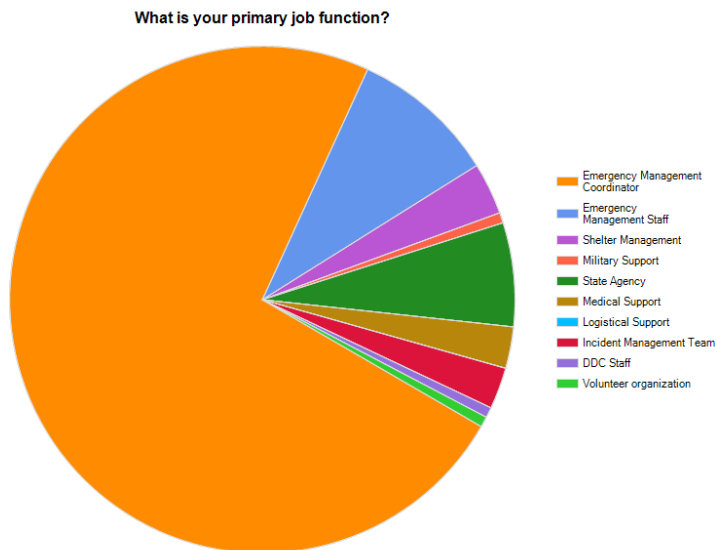


Rationale: This question sought to determine the acceptance rate of TxSNETS by potential users. Comments indicated, however, that many of the respondents did not feel that they were a potential user because they do not shelter or evacuate during a hurricane.



2. What is your primary job function?

Answered question		151
Skipped question		16
Emergency Management Coordinator	73.5%	(111)
Emergency Management Staff	9.3%	(14)
Shelter Management	3.3%	(5)
Military Support	0.7%	(1)
State Agency	6.6%	(10)
Medical Support	2.6	(4)
Logistical Support	0.0%	(0)
Incident Management Team	2.6%	(4)
DDC Staff	0.7%	(1)
Volunteer Organization	0.7%	(1)
Other (please specify)		(22)



Rationale: To understand the job responsibility of each respondent relative to TxSNETS.

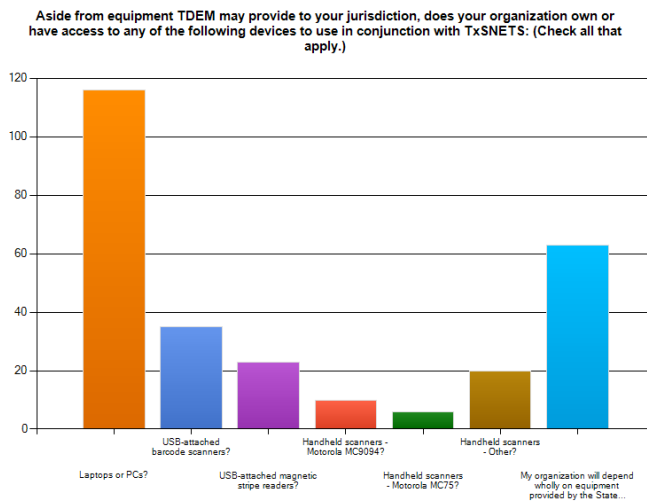


3. Aside from equipment TDEM may provide to your jurisdiction, does your organization own or have access to any of the following devices to use in conjunction with TxSNETS: (Check all that apply.)

Answered question 155

Skipped question 12

Laptops or PCs?	74.8%	(116)
USB-attached barcode	22.6%	(35)
USB-attached magnetic stripe readers?	14.8%	(23)
Handheld scanners – MC9094	6.5%	(10)
Handheld scanners – MC75	3.9%	(6)
Handheld scanners – Other	12.9%	(20)
My organization will depend wholly on equipment provided by the State of Texas	40.6%	(63)



Rationale: To understand the jurisdictions willingness and ability to participate with TxSNETS hardware components.



4. Will you or your jurisdiction use any of the following systems in coordination with TxSNETS Radiant EvacCenter? (Check all that apply)

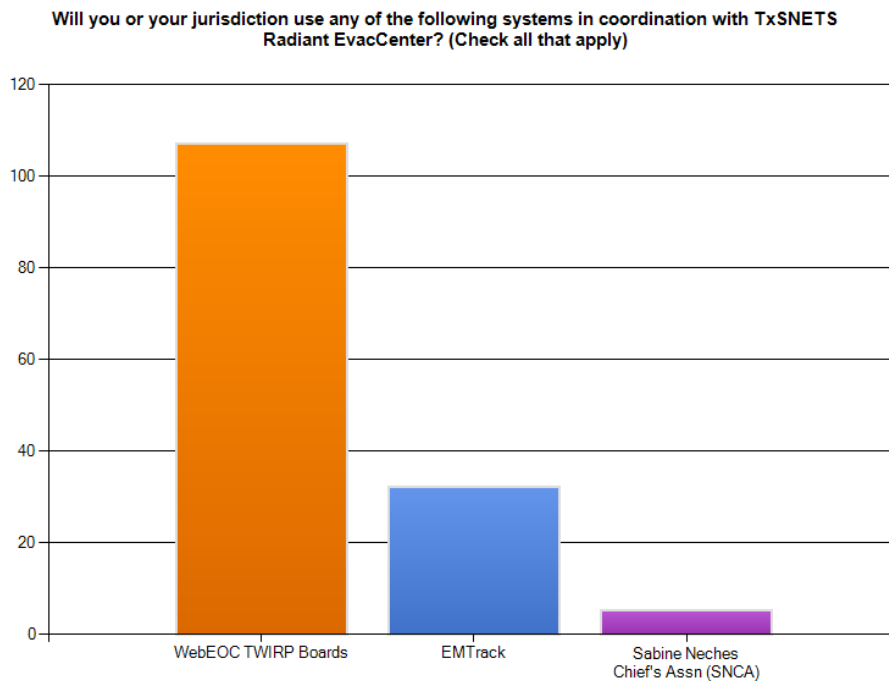
Answered question 117

Skipped question 50

WebEOC TxSNETS Boards 91.5% (107)

EMTrack 27.4% (32)

Sabine Neches Chief's Association (SNCA) 4.3% (5)



Rationale: This question was intended to gage the importance of TxSNETS data sharing to the user.

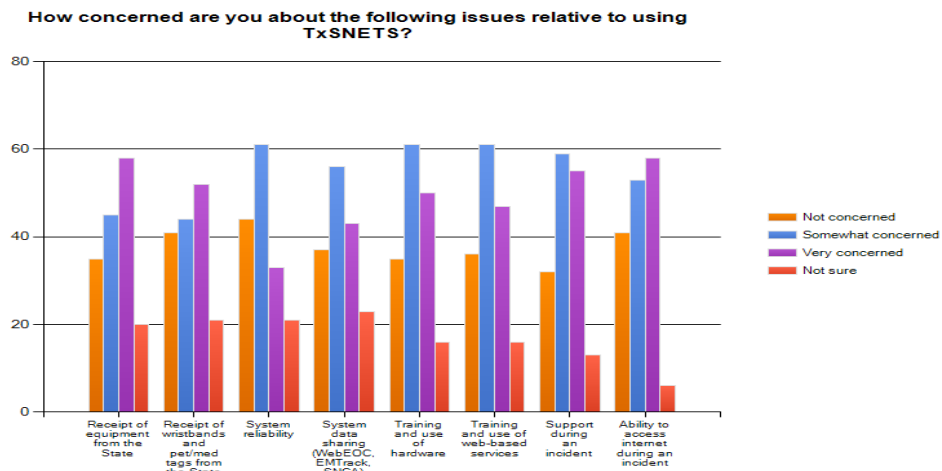


5. How concerned are you about the following issues relative to using TxSNETS?

Answered question 162

Skipped question 5

Answer Options	Not concerned	Somewhat concerned	Very concerned	Not sure
Receipt of equipment from the State	35	45	58	20
Receipt of wristbands and pet/med tags from the State	41	44	52	21
System reliability	44	61	33	21
System data sharing (WebEOC, EMTrack, SNCA)	37	56	43	23
Training and use of hardware	35	61	50	16
Training and use of web-based services	36	61	47	16
Support during an incident	32	59	55	13
Ability to access internet during an incident	41	53	58	6



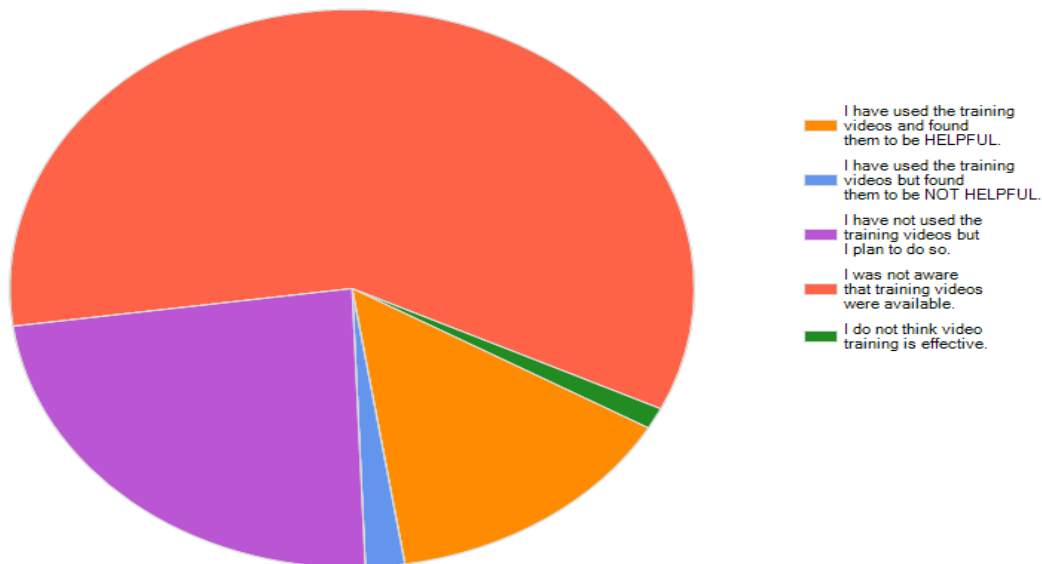
6. A limited number of training videos for TxSNETS EvacCenter and WebEOC TWIRP Shelter Boards are now available and may be accessed at <http://www.radiantrfid.com/texas/index.html> OR <http://www.twirp.org/videos.html>. Please indicate your experience with these videos.

Answered question 162

Skipped question 5

Answer Options	Response Percent	Response Count
I have used the training videos and found them to be HELPFUL.	14.2%	23
I have used the training videos but found them to be NOT HELPFUL.	1.9%	3
I have not used the training videos but I plan to do so.	23.5%	38
I was not aware that training videos were available.	59.3%	96
I do not think video training is effective.	1.2%	2

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Rationale: Intent of question was to determine whether respondents were aware of training resources and, if so, gage their acceptance of these products.

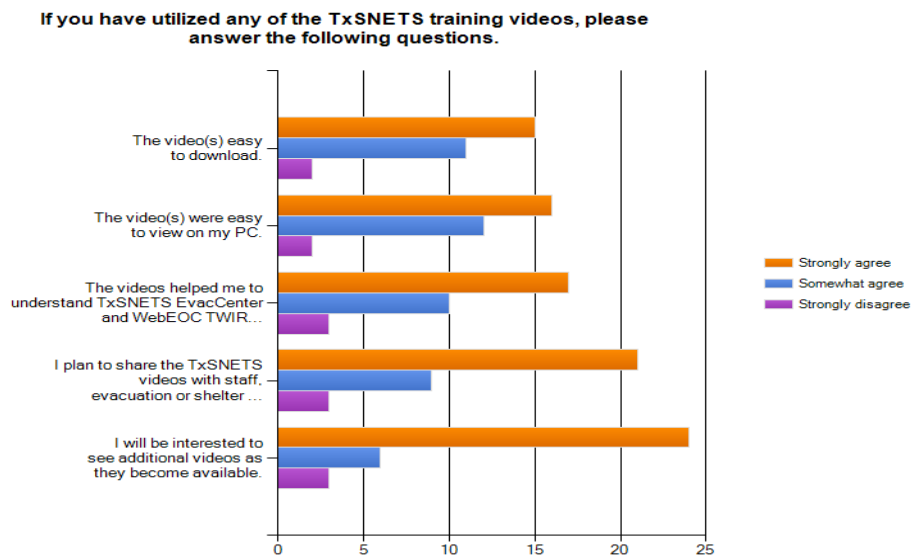


7. If you have utilized any of the TxSNETS training videos, please answer the following questions

Answered question 35

Skipped question 132

Answer Options	Strongly agree	Somewhat agree	Strongly disagree
The video(s) easy to download.	15	11	2
The video(s) were easy to view on my PC.	16	12	2
The videos helped me to understand TxSNETS EvacCenter and WebEOC TWIRP boards better.	17	10	3
I plan to share the TxSNETS videos with staff, evacuation or shelter workers prior to an incident.	21	9	3
I will be interested to see additional videos as they become available.	24	6	3



Rationale: Evaluate perception of videos among those who have used them.



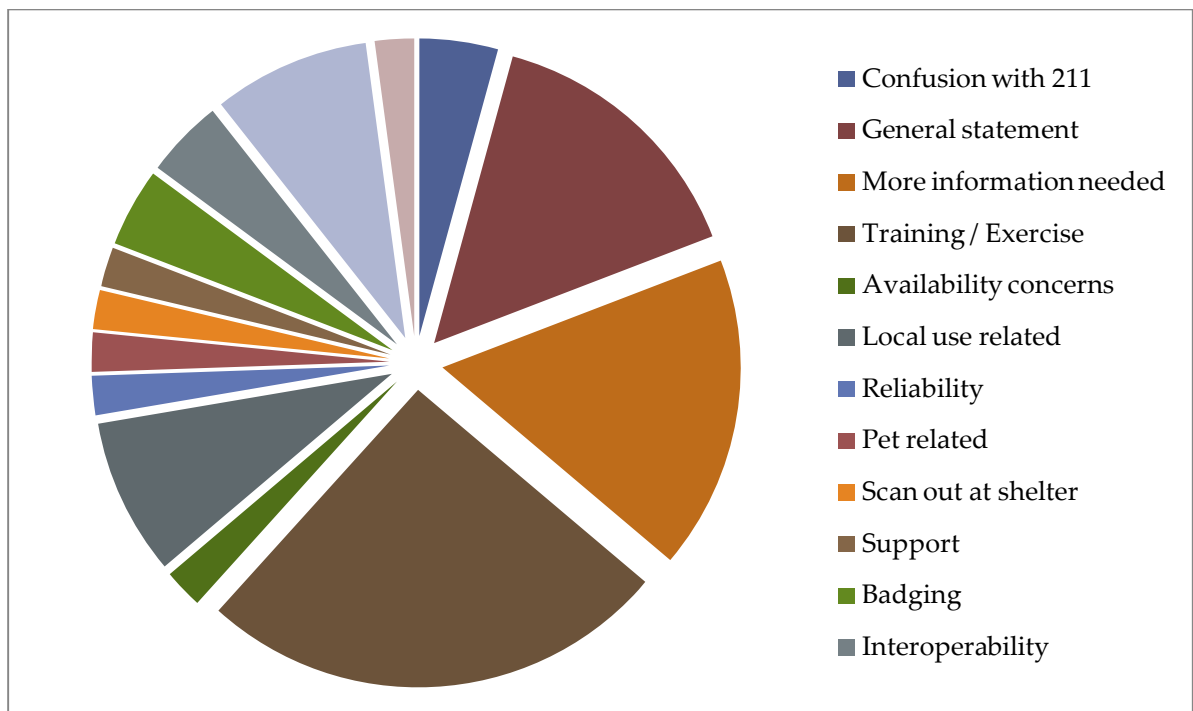
8. What would you like to see added to the Texas Special Needs Evacuation Tracking System to make it more usable or multi-functional? Please include ideas for features, services or applications that you feel should be added to the system.

Answered question 47

Skipped question 120

Comments Summary

Confusion with 211	2
General statement	7
More information needed	8
Training / Exercise	12
Availability concerns	1
Local use related	4
Reliability	1
Pet related	1
Scan out at shelter	1
Support	1
Badging	2
Interoperability	2
Feature change/request	4



Rationale: Question was intended to solicit ideas for improvement or expansion of the system without leading the respondent to any particular idea, concept or service area.



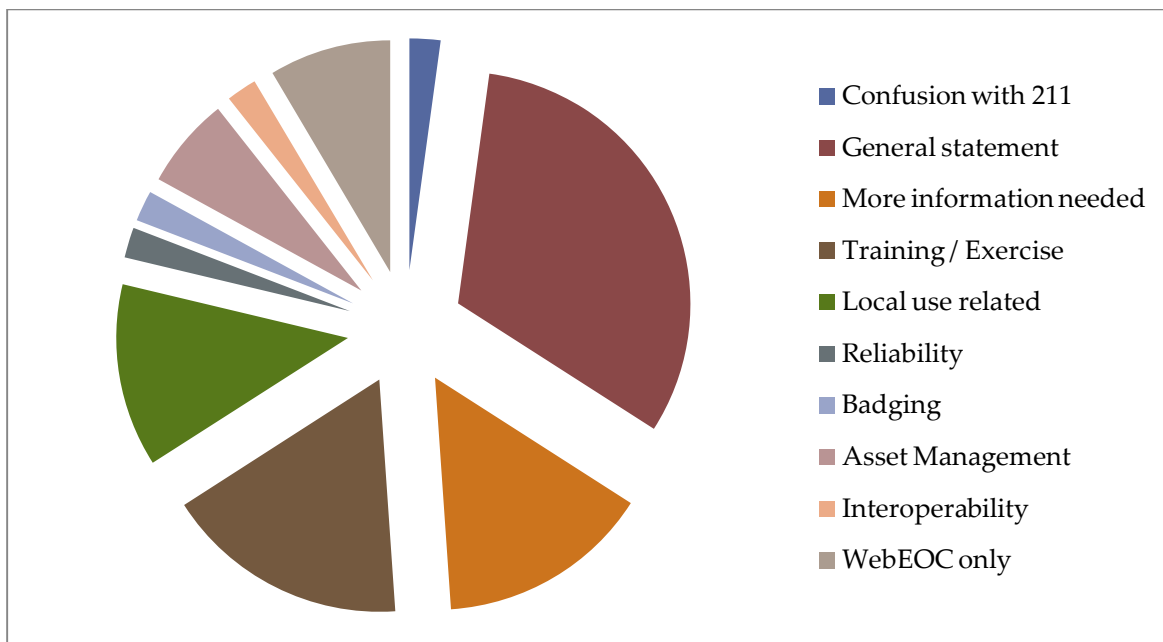
9. Please share any additional comments or thoughts regarding the Texas Special Needs Evacuee Tracking System, Radiant RFID or the WebEOC TWIRP project.

Answered question 48

Skipped question 119

Comments Summary

Confusion with 211	1
General statement	15
More information needed	7
Training / Exercise	8
Local use related	6
Reliability	1
Badging	1
Asset Management	3
Interoperability	1
WebEOC only	4



Rationale: Provide area for general feedback not covered elsewhere.



Key Findings:

It would appear from the responses that, though the system is generally well received, there is still much work to be done. Most prevalent among the general areas of recommended improvement are:

1. Improve communication about TxSNETS to jurisdictions
2. Adapt the system for local use other than hurricane evacuation so that its benefits can be seen on a broader scale across the State
3. Train and exercise on the system
4. Provide assurance to users that TxSNETS will do what it has claimed it can do in terms of deployment and support
5. Interoperability is critical especially with regard to WebEOC and EMTrack.
6. Possibly utilize TxSNETS database and hardware for additional applications

Next Steps / Survey Summary:

The survey provided some important information which will be critical to making the system more useful both short and long term. *However, the attitudes revealed toward the system are as enlightening as any of the answers.* Generally, this attitude can be summed up as positive but wary. Users want more of TxSNETS in terms of training, information and uses. But they are skeptical about the system's ability to deliver until they actually experience it first-hand.

Some potential next steps:

- Establish a TxSNETS Advisory Group comprised of jurisdictions of various types and from various regions of the state as well as other TxSNETS constituents. Advisory Group would take survey results and further analyze in order to make specific recommendations.
- Establish a better method of communicating with all state TxSNETS constituents as current methods are clearly ineffective
- Evaluate management contract relative to training/exercise and modify as appropriate to meet training/exercise requirements for 2011
- Many of the questions now seem incomplete in light of responses so a follow-up survey is a possibility. This would be an order of business for Advisory Group, if formed, to consider.